GEORGIA*FIRST*
FINANCIAL, INFORMATION & REPORTING SYSTEMS FOR TOMORROW
University System of Georgia•Information Technology Services

PeopleSoft 9.2

Resolved: KI9.2-172_EX- Error Message When Creating Expense Report

TO: Georgia*FIRST* PeopleSoft Financials Users

POSTED: July 16, 2024

STATUS: Resolved

RESOLUTION INFORMATION: ITS has applied a fix to address the issue that caused the 'No matching buffer' error when creating expense reports. As a result, users can now successfully create expense reports.

NAVIGATION: Create an Expense Report (Fluid Tile) and
Employee Self Service > Travel and Expenses > Expense Reports > Create/Modify

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ORIGINAL KNOWN ISSUE

POSTED: July 15, 2024

ISSUE: Users are receiving the following error message when attempting to create an expense report.

"No matching buffer found for level.

When retrieving data for a page, a data value was retrieved for which there was no matching data value at a higher level scroll entry. (For example, at scroll level 2, a value of ABC was read in and scroll level 1 contained this higher level field but did not have a row with a key value of ABC.) This usually occurs because of an error in a database record or view; or because of improper deletion of values in a database. `Correct the page definition or contact your system administrator."

FUNCTIONAL WORKAROUND: None.

ESTIMATED RESOLUTION: ITS is currently researching the issue and will have the resolution in production as soon as possible.

MORE INFORMATION AND SUPPORT: For business impact issues, contact the ITS Helpdesk at helpdesk@usg.edu or via the ITS Customer Services website.